Figures

FOIA-2020-00369

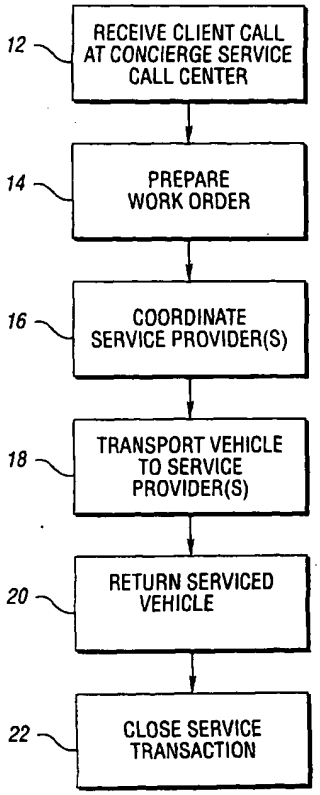

10
12
RECEIVE CLIENT CALL AT CONCIERGE SERVICE CALL CENTER
14
PREPARE WORK ORDER
16
COORDINATE SERVICE PROVIDER(S)
18
TRANSPORT VEHICLE TO SERVICE PROVIDER(S)
20
RETURN SERVICED VEHICLE
22
CLOSE SERVICE TRANSACTION

Fig. 1

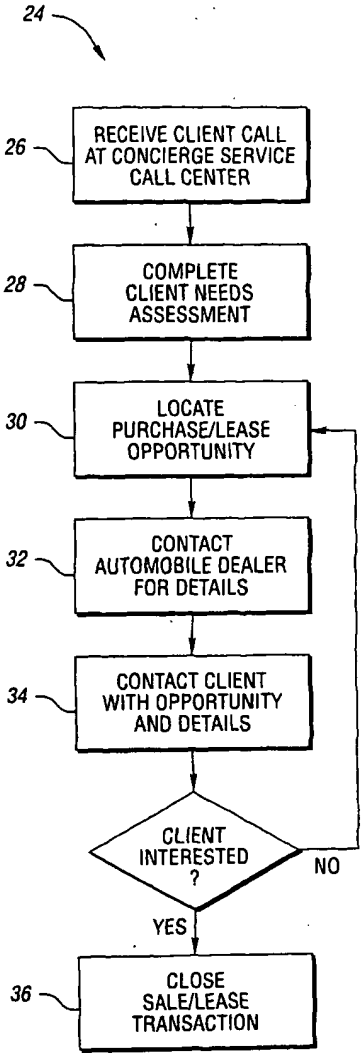
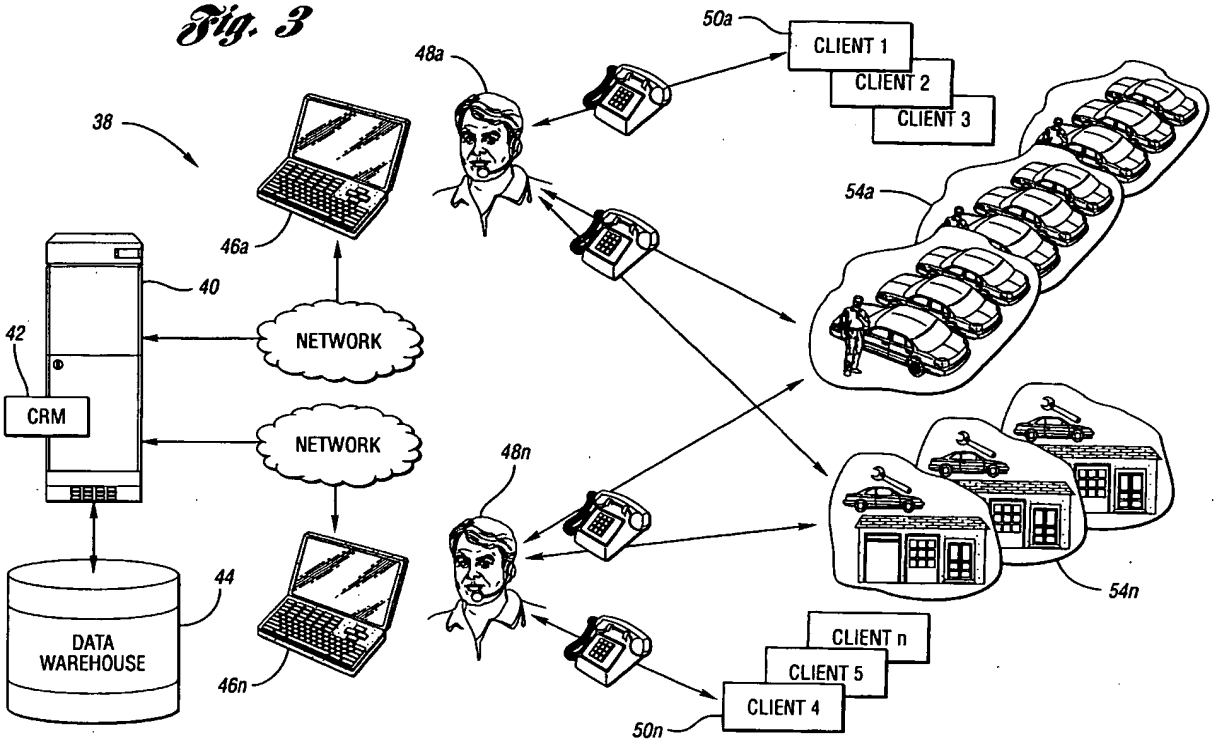

24
26
RECEIVE CLIENT CALL AT CONCIERGE SERVICE CALL CENTER
28
COMPLETE CLIENT NEEDS ASSESSMENT
30
LOCATE PURCHASE/LEASE OPPORTUNITY
32
CONTACT AUTOMOBILE DEALER FOR DETAILS
34
CONTACT CLIENT WITH OPPORTUNITY AND DETAILS
CLIENT INTERESTED ?
NO
YES
36
CLOSE SALE/LEASE TRANSACTION

Fig. 2

Fig. 3



Patent Application Publication